



WORKING WITH ATHENA

A guide for new clients and supervisors on what to expect from our temporary administrative support workers, and a description of the role of ATHENA.

February 3, 2017

Dear New Client:

Welcome to working with ATHENA! ATHENA Consulting is thrilled to welcome you as our newest client! You have chosen wisely – ATHENA Consulting is an award-winning temporary staffing, direct hire and executive search firm. ATHENA assists our clients by providing solutions to all of their staffing needs. We are a fast paced, mission-oriented organization, committed to providing excellent staffing services to businesses across the nation. From short-term to long-term temporary staffing, large volume project start-ups, specialized staff in health and human services, or knowledge of state and local government, we identify the finest talent to fill our client's unique needs.

We have put together this guide to let you know our policies and procedures and give some helpful tips on working with ATHENA and managing your temporary administrative support worker(s).

Sincerely,

Melissa Pappas

Melissa Pappas
Chief Executive Officer

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This Client Guide is a summary of what you can expect from ATHENA Consulting relating to your staffing needs. ATHENA has been contracted to provide temporary administrative support workers to supplement your department's workforce.

Responsibilities

As your administrative temporary staffing provider, ATHENA is responsible for:

- Recruiting, screening and pre-qualifying temporary administrative support workers
- Onboarding and orientation of temporary administrative support workers
- Employee personnel file management
- Payroll processing
- W-2 distribution
- Benefits enrollment and administration
- Workers Compensation claims management
- Human resource assistance
- State unemployment Insurance claims processing

As the Supervisor of our temporary administrative support worker, you are responsible for:

- Desk and work-site setup (see A Good Start below)
- Approving timecards twice each month: on the 15th of each month and on the last day of each month (instructions for approving timecards are included in Appendix 1)
- Providing points of contact including name, telephone and e-mail to each temporary administrative support worker identifying their supervisor and explaining the reporting hierarchy
- Informing the temporary administrative support worker of your office's emergency plan, where to evacuate and other issues related to work site emergencies
- Communicating with ATHENA if there are any issues or concerns with our temporary administrative support worker

ATHENA's temporary administrative support workers are told the following:

- They are not entitled to the same privileges and benefits as tenured staff
- ATHENA is responsible for pay and benefits
- There is no expectation that this placement will result in an offer of permanent employment with the client
- They are expected to check their email for messages from ATHENA and to respond quickly
- We expect our temporary administrative support worker to always treat the client and customers with the highest level of respect and professionalism

Personnel Management

We are confident that we have placed an enthusiastic, qualified temporary administrative support worker at your work site. But if you have concerns, please share them with us. Some situations can be rectified if together we identify the problem and agree on a solution to implement. We will counsel and redirect our temporary administrative support worker. Additionally, we will follow up with you to know that positive change has occurred and is sustained. If our temporary administrative support worker shares their concerns with us, we will bring it to your attention for a response.

Who to Contact at ATHENA

If you have questions about ATHENA's policies, procedures or other matters related to hiring temporary administrative support workers, please contact the appropriate ATHENA resource listed below:

- **Human Resources:** Aprill Hill 240-252-2541, ahill@athenajobs.com
- **Timekeeping:** Evelyn Andrade 240-396-5340, eandrade@athenajobs.com
- **Contract Issues, Additional Recruiting Needs:** Lisa Davis 240-396-5349, ldavis@athenajobs.com

A Good Start

Just as your new temporary administrative support worker wants to make a good first impression, you also want to make a good first impression. Please consider the following as you prepare for the arrival of ATHENA's temporary administrative support worker:

- Make arrangements for a badge, building access and/or parking permit
- Make sure the temporary administrative support worker's supervisor is there on the first day
- Make arrangements for computer and phone access
- Have a clean workspace ready with pens and a note pad
- Give him/her a "housekeeping" summary
 - ✓ Location of the bathrooms and where to find the key
 - ✓ Finding the cheapest and accessible public and private parking
 - ✓ Vending machines, coffee and refrigerator locations

ATHENA's new hires are asked to complete a new employee survey after one week of employment, and again after one month of employment. We use that feedback to fine tune our onboarding process, or make suggestions to fine tune yours. You help us fulfill our mission:

ATHENA's mission is to meet clients' staffing needs and strive to exceed their expectations. We are committed to establishing and maintaining a work environment that is rewarding for all our staff, while focusing on continual improvement of our services.

A Good Fit

Make thoughtful and purposeful efforts to integrate your temporary administrative support workers with tenured/merit staff. If your temporary administrative support worker is left out of company communications or training, or not given the same level of instruction as tenured staff, the division will be like a seam in the fabric of your department. If your temporary administrative support workers are relegated to performing tasks that tenured staff don't want to do, you're fostering division, and the seam in the fabric of your organization gets bigger and more of a problem. It detracts from the good work your department provides. Treat the temporary administrative support workers with the same dignity and respect you show to your tenured staff.

Encourage teamwork among your staff. When you see breakdowns or barriers, address them and work to resolve them.

Identify what motivates people positively and use it. The temporary administrative support worker knows their role with your organization is not as secure as that of the tenured staff; threats of termination don't motivate.

Provide performance feedback often, especially positive feedback. Verbal feedback is informal yet effective. It lets people know they are on the right track. You have the power to guide and redirect; use it.

Share your feedback with ATHENA. If you notice a negative trend, let us know and we can work with you and the temporary administrative support worker to resolve it. We have an employee recognition program so we can reward power performers.

Management is tactical; leadership is strategic.

Good-Bye

Talk with ATHENA when you are considering ending the assignment. Together we can come to terms on how to manage an orderly transition, whether it's transitioning the temporary administrative support worker to your organization or replacing them. Rumors spread freely and easily, so contain discussions about transitioning among only those who need to know.

Be frank with us about your reasons for ending the assignment so we will know what – or what not – to look for or do in the future. We will decide together how to notify our temporary administrative support worker of their termination, making sure that any company-issued items are retained by our client and that our employees have all of their personal belongings. We conduct a debrief with the manager and we conduct an exit survey with the employee.

Managing temporary staff is a lot like managing your own organization's staff. The key to a successful staffing relationship is a good staffing agency that will deliver talent and work with you to manage well.

ATHENA Employee Handbook

All ATHENA employees are provided a copy of our Employee Handbook. The Employee Handbook is our guide on policies, procedures and personnel matters that apply to all employees, regardless of work site or employment status. Upon contract award, ATHENA develops a project-specific Addendum to the Handbook, which addresses matters that are specific to an individual project, such as holidays observed at the project site, inclement weather policy and overtime.

Work Hours

All temporary administrative support workers are expected to work all their scheduled hours each day. Absences or tardiness, however legitimate, can be grounds for immediate dismissal. ATHENA temporary administrative support workers are instructed to notify us via email at (attendance@athenajobs.com) if they will be reporting late for work, absent or leaving early. This is in addition to notifying their on-site supervisor.

Overtime

ATHENA's temporary administrative support workers hired for this contract are informed that this contract does not permit overtime, and they are not permitted to work overtime.

Request for Time Off

Employees are instructed to use our Request for Time Off form. The employee completes it, obtains their supervisor's approval, and submits it to ATHENA's Human Resource (HR) department. A copy of this form is included in Appendix 2.

Earned Sick and Safe Leave

ATHENA complies with Montgomery County's 2016 Earned Sick and Safe Leave law, which applies to all employees working in the County. ATHENA reviews the provisions of the law with employees, and provides information on requesting leave and reporting leave on their time cards.

Timekeeping and Payroll

TimeForce, ATHENA's web-based timekeeping system, is accessible to employees and designated supervisors from any computer or smart device with internet access. New supervisors will receive an email from ATHENA's HR Assistant, Evelyn Andrade, with instructions on how to access TimeForce. Both employees and supervisors receive detailed instructions on how to enter hours worked and time off (where applicable), as well as how to correct entries.

Hiring managers should designate a back-up supervisor to have TimeForce access to approve timesheets.

Employees are advised to record their time daily. At the end of the pay period when the timesheet is complete, the employee verifies their entries by checking the Employee box under Verification. The supervisor reviews the timesheet and checks the Supervisor box under Verification. The timesheet is now approved for payroll processing.

Email reminders to complete timesheets are sent to all employees at the end of each pay period. Approved timesheets are due *by 11 a.m. on the first work day after the end of the pay period.*

Employees can view their pay stubs and make changes to their personal information and tax withholding through the Employee Self-Service portal in iSolved, our human capital management platform.

Pay Periods

ATHENA follows a semi-monthly pay schedule. Pay periods run from the 1st – 15th, and the 16th – 31st. For the pay period ending on the 15th, pay day is on the 25th. For the pay period ending the 30th or 31st, pay day is on the 10th. Our employees are paid by direct deposit. If pay day falls on a Saturday, employees are paid on Friday. If pay day falls on

a Sunday, employees are paid on Monday. Our 2017 pay schedule is included in Appendix 3.

Risk Management

If an ATHENA temporary administrative support worker is injured on the work site, the first thing to do is render aid (first aid or 911), then document:

- Employee name
- Date, time and place of incident
- Witness names
- What happened and type of injury
- Who responded

ATHENA should be notified as soon as possible, within 8 hours. ATHENA maintains a record of workplace incidents and will report the incident to our insurance company when applicable.

Your Satisfaction Matters

Your satisfaction with our candidate selection, our temporary administrative support worker's performance and our service to you are very important to ATHENA. You can expect to receive two client satisfaction surveys per year from Human Resources. Please give us a few minutes of your time to complete and return the survey. We welcome your comments, and with your permission we will include them on our website and in our marketing materials.

TimeForce Instructions for Supervisors

To Access Employee's Timesheet

- Log in to Timeforce at <http://time.myisolved.com>
- Username: First Initial of First Name and Last Name and a code ("jdoe-MoCo")
- Password: temp123
 - You will be prompted to reset your password
- Company Code: athena

The timesheet will show the entire pay period.

Use this arrow to scroll to see all employees you have access to approve.

The screenshot shows the TimeForce interface for an employee named 'test test btest'. The interface includes a navigation menu on the left, a search bar, and a main area with a calendar and a table of hours. A blue arrow points to the 'Employee 15 of 157' dropdown menu, and another blue arrow points to the 'Employee' checkbox in the verification section.

Date	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	Total Paid	Total Unpaid	Total Hours	Tot			
In	08:30 AM	08:30 AM	08:30 AM													25.50		25.50	\$			
Out	05:00 PM	05:00 PM	05:00 PM														0.00	25.50	\$			
Grand Totals																			25.50	0.00	25.50	\$

Total hours should equal the number of hours in the pay period (80, 88, 96).

The employee is responsible for entering their hours and checking the Employee box to certify that the hours entered are true and accurate.

The supervisor is responsible for reviewing and approving the employee's hours. To approve, check the Supervisor box. The timesheet does not have to be sent anywhere.

You will receive an email notification if changes are made to the timesheet after it has been checked. Corrections should be made by the employee. When he makes a correction or new entry, the verification checks go away, and the timesheet must be approved and checked again by both employee and supervisor.

ATHENA Request for Time Off form

REQUEST FOR TIME OFF

Return completed form to ATHENA HR at 240-396-4110 (fax) or attendance@athenajobs.com

REQUEST DATE			
EMPLOYEE INFORMATION			
Employee Name		Job Title	
Client Name			
Supervisor			
DETAILS			
Time Off Start Date		# of Hours	
Time Off End Date		# of Hours	
Reason For Time Off			
Sick and Safe Leave?	<input type="checkbox"/>	YES	<input type="checkbox"/> NO
APPROVALS			
Supervisor Approval	<input type="checkbox"/>	YES	<input type="checkbox"/> NO
Supervisor Signature			
Supervisor Printed Name, Date			
HUMAN RESOURCES / PAYROLL			
Sick and Safe Hours Used			
Other Action			

Request Received by HR on _____

2017 Pay Schedule

January

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

February

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

March

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

APRIL

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

MAY

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

JUNE

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

JULY

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

AUGUST

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

SEPTEMBER

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

OCTOBER

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

NOVEMBER

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

DECEMBER

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						